

## **EMERGENCY MEDICAL SERVICE MANAGER**

### **GENERAL STATEMENT OF DUTIES**

Performs administrative work in planning, organizing, and directing the county's emergency medical service program.

### **DISTINGUISHING FEATURES OF THE CLASS**

An employee in this class is responsible for planning, organizing and directing the operation of the county's emergency medical service. Work includes the preparation and implementation of the annual budget, development and implementation of long range goals and outcomes, approval of new equipment and vehicles, investigation of citizens' complaints and supervision of staff. Considerable independent judgement and initiative are required in planning and directing all activities, policies and procedures of a complex emergency medical service. Considerable tact and courtesy are required in dealing with local, state and federal officials, hospital and medical staff, and the public. Duties are performed under the general direction of the Emergency Services Director through conferences and reports and the overall effectiveness of the Emergency Medical Services.

### **DUTIES AND RESPONSIBILITIES**

- Plans, organizes, and directs comprehensive emergency medical service programs with local medical authorities, fire and law enforcement agencies.
- Supervises and directs emergency medical service personnel.
- Serves on local, state, and regional advisory councils for emergency medical services.
- Responds to emergency medical calls as supervisor, performs necessary rescue work and administers emergency medical care.
- Prepares special reports, studies, annual division budgets, and short and long range plans. Investigates citizen complaints about treatment received from departmental personnel.
- Coordinates and participates in public education and special event programs.
- Performs related work as assigned.

### **RECRUITMENT AND SELECTION GUIDELINES**

#### **Knowledge, Skills, and Abilities**

- Thorough knowledge of advanced emergency medical care practices, procedures and techniques.
- Thorough knowledge of the laws, regulations, and policies governing emergency medical care.
- Thorough knowledge of current emergency medical service needs of the county.
- Thorough knowledge of the geography and layout of the county including the location of roads and streets within the county.
- Thorough knowledge of equipment and supplies used in emergency medical service.
- Considerable knowledge of automotive and radio communication equipment.
- Ability to supervise and coordinate emergency vehicles, equipment and personnel in

emergency situations.

- Ability to plan, organize, and direct operations and supervise personnel of a large division.
- Ability to prepare and maintain accurate records and reports.
- Ability to respond quickly and calmly to emergency situations.
- Ability to establish and maintain effective working relationships with local, state, and federal officials, employees and the general public.
- Ability to communicate effectively both orally and in writing.
- Ability to perform duties and responsibilities of an EMS-Paramedic.

### **Physical Requirements**

Physical requirements required of positions within this classification are contained in the ADA Checklist attached to respective job descriptions.

### **Minimum Education and Training**

Graduation from a four year college or university and three years of experience in emergency medical care and one year of experience in administration or supervisory work; OR an associates degree supplemented by courses in emergency medical care and five years of experience in emergency medical care and one year experience in administrative or supervisory work; OR an equivalent combination of education or experience.

### **Special Requirements:**

Certification by the NC Board of Medical Examiners as an EMT-Paramedic. Successful completion of an AHA ACLS and PALS course. Possession of a valid NC driver's license. Successful completion of a BTLS course, preferred.

**Special Note: This generic class description gives an overview of the job class, its job functions and recommended job requirements. However, for each individual position assigned to this class, there is available a completed job description with a physical abilities checklist which can give further details about that one specific position. Those documents should be reviewed before initiating a selection process. They can provide additional detailed information on which to base various personnel actions and can assist management in making legal and defensible personnel decisions.**